

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU**

Departmental Quality Improvement Council Meeting

A G E N D A

December 14, 2015  
9:00 – 10:30 a.m.  
550 S. Vermont Ave., 10<sup>th</sup> Floor Conference Room  
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:35	SA QIC Reports & Countywide Children's QIC Report	QIC Members
III	9:35– 9:45	Clinical Quality Improvement ➤ OMD Report	K. Lee M.O'Donnell
IV	9:45 – 9:55	➤ American Sign Language Providers/Hearing Impaired Policy 200.02 Follow Up ➤ SA QIC Project Update	N. Kasarabada
VI	9:55 – 10:05	➤ MHSIP Report Update ➤ MHSIP Surveys November 2015 ➤ Provider Directory Update	V. Joshi
VII	10:05 – 10:10	Patients' Rights Office ➤ PRO Policy Update	M. Hernandez
VIII	10:10 – 10:20	Cultural Competency Updates	S. Chang Ptasinski
IV	10:20 – 10:25	Policy Update – Office of Compliance	R. Faveau
	10:25: 10:30	Announcements:	

Next Meeting

January 11, 2015  
9:00 – 10:30 a.m.  
550 S. Vermont Ave. 10<sup>th</sup> Floor Conference Room  
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	December 14, 2015	
Place	550 S. Vermont Ave., 10 <sup>th</sup> Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.	
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.			
Members Present	Antonio Banuelos; Bertrand Levesque; Caesar Moreno; Carol Eisen; David Tavlin; David Crain; Debra Mahoney; Elisabeth Gildemontes; Emilia Ramos; Gassia Ekizian; Greg Tchakmakjian; Jamie Walker; Kary To; Kimber Salvaggio; Lisa Harvey; Leticia Ximenez; Luz Smith; Margaret Faye; Maria Gonzalez; Martin Hernandez; Mary Camacho Fuentes; Michael Tredinnick; Michelle Munde; Michelle Rittel; Misty Aranoff; Monika Johnson; Randolph Faveau; Tonia Amos Jones; Vandana Joshi;			
Excused/Absent Members	Ann Lee; Barbara Paradise; Debi Berzon-Leitelt; Aprill Baker; Helena Ditko; Karen Lee; Mary Ann O'Donnell; Sandra Chang-Ptasinski; Pamela Inaba			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.		QIC members attended this meeting.	Dr. Kasarabada
Review of Minutes	The November minutes were reviewed.		Minutes were reviewed and approved with the requested changes.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>SA QIC's Reports &amp; Countywide Children's QIC Report</b>	<p><b>SA 1:</b> No Report.</p> <p><b>SA 2 Adult:</b> Information from previous Departmental QIC meeting was disseminated. Ms. Salvaggio provided an update on the Hearing Impaired Mental Health Access Policy 200.02.</p> <p><b>SA 2 Children:</b> Dark in December</p> <p><b>SA 3:</b> Information from previous Departmental QIC meeting was disseminated. Dr. Jones presented on State Performance Outcomes Survey training. Also Dr. Chang Ptasinski provided an update on Cultural Competency.</p> <p><b>SA 4:</b> Mr. Vidaurri and Ms. Bray provided an update on transition period. Hearing Impaired Mental Health Access Policy 200.02 was reviewed and discussed. Dr. Kary To, is the new QIC Chair for SA 4.</p> <p><b>SA 5:</b> Dr. Ximenez presented on Parameters for Spiritual Support. Dr. Jones presented on State Performance Outcomes Survey training.</p> <p><b>SA 6:</b> No report</p>	<p>Next meeting: January 21, 2016.</p> <p>Next meeting: February 18, 2016.</p> <p>Next meeting: December 16, 2015.</p> <p>Next meeting: January 19, 2016.</p> <p>Next meeting: January 12, 2016.</p>	<p>K. Salvaggio</p> <p>M. Rittel</p> <p>B. Levesque</p> <p>L. Harvey</p> <p>M. Johnson</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>SA QIC's Reports &amp; Countywide Children's QIC Report Continued</b>	<b>SA 7:</b> Information from previous Departmental QIC meeting was disseminated. Hearing Impaired Mental Health Access Policy 200.02 was reviewed and discussed. None of the SA 7 providers provide American Sign Language (ASL) services but are now aware of the procedure to schedule appointments for these services via ACCESS Center. A presentation on FSP was conducted by Rocio Ortiz and Dr. Macias.	Next meeting: January 19, 2016.	A. Bañuelos
	<b>SA 8:</b> Dr. Chang Ptasinski provided an update on Cultural Competency. Hearing Impaired Mental Health Access Policy 200.02 was reviewed and discussed. SA 8 providers do not provide ASL services.	Next meeting: January 20, 2016.	M. Munde
	<b>Countywide:</b> Dr. Ximenez presented on Parameters for Spiritual Support. Change of Provider Report logs was discussed.	Next meeting: February 11, 2016.	D. Mahoney
<b>Clinical Quality Improvement OMD Report</b>	Dr. Eisen provided update on Safety Intelligence (SI). Currently working on some issues to be resolved. Also the draft Suicide Risk Assessment policy still pending.		C. Eisen
	Mr. Crain mentioned that in January there will be a Webinar on Health and Safety Intelligence on how to fill out the Clinical Incident Reporting form. Webinar is for Directly Operated staff only.	The links to the webinar and online training will be made available.	D. Crain

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>American Sign Language Providers/Hearing Impaired Policy 200.02 Update</b>	<p>Dr. Kasarabada discussed the feedback received by SA QIC liaisons at QIC meetings regarding the interpreter services for the hearing impaired. SA liaisons shared that the information from the Policy was useful to providers as some were unaware of the resources available. They informed Dr. Kasarabada that they emphasized the importance of educating front desk staff who answer the phones regarding services available for the hearing impaired at their clinic. Ms. Salvaggio, SA 2 QIC Chair shared that she will be presenting the information related to this policy on a quarterly basis as this would be important to share this information with any new providers/staff who attend QICs. A question was raised by Ms. Harvey, SA 4 QIC Co-Chair regarding interpreter services available for the hearing impaired in non-English languages. She mentioned one of her QIC members requested this information.</p>	<p>Dr. Kasarabada suggested that all SA QI liaisons present this policy and procedure quarterly at their QIC meetings. Dr. Kasarabada also asked SA QI liaisons to remind providers to update their provider information regarding ASL services in the Provider Directory when there is a change.</p> <p>Dr. Tredinnick will follow up on this information and provide a response to Dr. Kasarabada to forward to QIC members.</p>	N. Kasarabada
<b>SA QI Project Update</b>	<p>Dr. Kasarabada mentioned that QID has a backlog of different teleform surveys to scan – for the QI project, the PIP, and the peer survey and that the scanning and analysis is pending. She explained that the results of the SA QI project will be presented at the next QIC meeting in January and will include a breakdown by Clinical versus Administrative staff who participated in the Spirituality Parameters trainings.</p>		N. Kasarabada

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>MHSIP Report Update</b> <b>MHSIP Surveys</b> <b>November 2015</b>	Dr. Joshi presented provider level data for YSS-F surveys from Spring 2015 MHSIP data collection. The table showed data for the MHSIP subscale domains for provider numbers who had at least 15 surveys completed. The provider data was compared with the County average and providers below the County average were highlighted. This data will be discussed in the SA meetings as a follow-up QI agenda item by the QI and the SA Liaisons.		V. Joshi
<b>Provider Directory (PD) Update</b>	<p>Dr. Joshi also discussed the revised classification categories for the Provider Directory (PD). The classification categories in the PD will follow more closely the Cost Reporting/Data Collection (CRDC) modality in the IS and IBHIS. For example, Inpatient hospitals will now be listed under 24 Hour/Residential category. This category will also include “Residential” facilities as well as Skilled Nursing Facilities and Psychiatric Health Facilities. A new category has been added for “Crisis Services” and will include all (&lt;24 hours) services related to crisis such as Urgent Care Centers including school-based services that bill under a DMH provider number will now be listed in the PD. So far SAs 3, 4 and 8 are most impacted by the addition of listing the satellite office. Ms. Dominguez has been helping and guiding the QI staff with this revision.</p> <p>Vandana also reported that the PDs will be translated into non-English threshold languages. QID is working with a vendor for the translations.</p>		V. Joshi

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>Patients' Rights Office (PRO)</b>	Mr. Hernandez stated there will be a new grievance and appeal form. The form has been sent to DHCS for approval. When approved, it will replace the old form we are currently utilizing. As well a new grievance and appeal procedure brochure.		M. Hernandez
<b>Cultural Competency Committee Updates (CCC)</b>	Dr. Kasarabada informed members that the annual retreat for the CCC was postponed as CCC co-chair and lead were unavailable and this will take place in 2016. She mentioned that the CCC updates at QIC meetings by QID staff will continue as SA QICs have benefited from this information. She mentioned that QID is preparing for the Systems Review and working on the Cultural Competence Plans updates and Annual CCC report for CY 2015 and this information will be shared with members once completed. She also mentioned that the Language Interpreters Policy will be sent for review to Compliance, Privacy and Audit Services Bureau.		N. Kasarabada
<b>Policy Update – Office of Compliance</b>	Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		R. Faveau
<b>Handouts:</b>	<ul style="list-style-type: none"> <li>➤ Policy/Procedure Update December 14, 2015</li> <li>➤ YSS-F, May 2015 Survey – Provider/County/State/US* Data</li> </ul>		

Respectfully Submitted,

Naga Kasarabada, Ph.D.